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Child Support Customer Service Call Center Celebrates Five-Year Anniversary

Richmond, Va. – The Virginia Department of Social Services (VDSS) is celebrating the five-year anniversary of its Martinsville Child Support Enforcement Customer Service Call Center.

Established in May 2006, the Call Center is a successful public/private partnership between the Commonwealth and [YoungWilliams Child Support Services](#). A winner of the federal Office of Child Support Enforcement's *Exemplary Customer Service Award*, the Call Center has effectively handled over 33 million calls from parents and others seeking information on child support cases for 440,000 children in the Commonwealth. These children represent one-quarter of Virginia's youth population and are owed over \$2.8 billion in past due child support.

VDSS Commissioner Martin D. Brown stated, "The Child Support Customer Service Call Center plays a pivotal role in strengthening families and reconnecting parents with their children through positive interactions and helpful information."

Since it opened on May 17, 2006, the Call Center has steadily employed 90+ local residents, including 24 individuals who have worked at the center from the start. Using state-of-the-art technology and highly-skilled customer service representatives, the Call Center has answered over 99 percent of calls requesting a customer service representative, 90 percent of the time within 60 seconds or less.

"Our partnership with YoungWilliams has enabled us to turn what was once a significant program weakness into one of our greatest strengths," said Deputy Commissioner and Child Support Enforcement Director Nick Young. "It also has freed our child support staff to focus on core responsibilities related to collecting child support and contributed significantly to the \$635 million we collected for children during the past federal fiscal year."

The celebration begins today at 10 a.m. and the media are welcome to attend for a tour. The Call Center is located at 300 Franklin Street, Suite 100, Martinsville, VA 24112.

Happy Anniversary to this successful customer service program!

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